

Maryland Health Benefit Exchange

MISSION

The Maryland Health Benefit Exchange, an independent unit of state government, provides accessible, affordable health coverage to Marylanders.

VISION

All Marylanders will have and use the health coverage that is best for them.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Enroll eligible Marylanders in individual Qualified Health Plans (QHP) and Medicaid through Maryland Health Connection (MHC).

Obj. 1.1 By fiscal year 2018, more than 700,000 Marylanders will have received health insurance or been enrolled in Medicaid via the Maryland Health Connection.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of Marylanders enrolled in Medicaid	N/A	N/A	177,443	364,661	774,300	813,015	853,665
Number of Marylanders enrolled in Qualified Health Plan (QHP)	N/A	N/A	82,535	126,252	148,359	155,776	163,564

Goal 2. Deliver effective consumer assistance.

Obj. 2.1 By fiscal year 2018, consumer assistance will be delivered to 140,000 consumers via Connector Entities and the Consumer Service Center.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of in-person navigators	N/A	202	268	164	144	150	150
Number of consumer encounters with Connector Entity staff	N/A	N/A	N/A	N/A	196,673	196,673	196,673
Percent of first call resolution	N/A	N/A	N/A	N/A	N/A	92%	92%
Average call handle time in minutes	N/A	N/A	N/A	N/A	21	17	17
Average quality percent rating	N/A	N/A	80%	82%	90%	92%	92%
Number of unique visitors to MHC website (thousands)	N/A	N/A	N/A	1,363	1,627	1,789	1,789

Goal 3. Improve access to quality, affordable health insurance in Individual and Small Group Exchange markets.

Obj. 3.1 By the end of fiscal year 2018, the average quality rating is 4 and cost measures are monitored.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Plan quality rating	N/A	N/A	N/A	3	4	4	4
Average total single person premium for all QHPs divided by the Maryland average wage with APTC	10%	10%	11%	3%	N/A	N/A	N/A
Average cost of small group plan as percent of affordability cap	N/A	N/A	7%	8%	N/A	N/A	N/A